MAKHADO LOCAL MUNICIPALITY

CUSTOMER CARE POLICY, 2020/2021

(Approved by Council Resolution)

Vision: *"A dynamic hub for socio-economic development by 2050"*
Mission: *"To ensure effective utilization of economic resources to address socio–economic imperatives through mining, agriculture and tourism*

Values

1. Distinctiveness (Uniqueness, Excellence)
2. Progressiveness (Open Minded)
3. Dynamic (Energetic, Lively, Self-Motivated)
4. Culpability (Accountability and Responsibility)
5. Efficacy (Effectiveness and Efficiency)
6. Adeptness (Expertise and Proficiency)

Seven (7) Strategic Objectives

1. Promote Community Participation and Environmental Welfare
2. Invest In Local Economy
3. Advance Spatial Planning
4. Invest in Human Capital
5. Good Governance and Administrative Excellence
6. Sound Financial Management and Viability
7. Accessible Basic and Infrastructure Services

MAKHADO LOCAL MUNICIPALITY

POLICY NAME	**:**	**CUSTOMER SERVICE POLICY**
DEPARTMENT	**:**	**FINANCE**
SECTION/ DIVISION	**:**	**REVENUE**
PURPOSE OF POLICY	**:**	➢ To provide quality service to all stakeholders interacting with the Municipality – the public, service providers, contractors, fellow staff members in every department and other government agencies; ➢ To ensure that customers are provided with the relevant information as and when is needed in the appropriate format; ➢ To ensure customer complaints are addressed promptly, timeously and to the full satisfaction of the client; ➢ To ensure that customers, both internal and external to the Municipality receive a consistent and fair treatment at all times; ➢ To reduce financial and time costs incurred arising from poor customer service due to repeat calls from and to customers; ➢ To equip our staff with knowledge and competencies to continuously enhance the service standards according to changing customer needs.
SCOPE OF POLICY	**:**	➢ This policy applies to all Staff and Managers in all departments and sections, Ward Councillors and Ward Committee members within Makhado Local Municipality; We aim to maintain an environment where: ➢ Staff workloads are managed effectively resulting in efficient service delivery; ➢ Services can be tailored to the needs of customers, internal and external, based on feedback; ➢ Provide greater customer choice by using electronic service delivery to allow people to access council services at times that suit their lifestyle, while also maintaining existing channels for members of the public who may not have access to technology.
POLICY	**:**	For this policy to be effective, the following core criteria must be

REQUIREMENTS		applied: The key objective is to ensure consistency in our customer service by: ➢ Providing a standard that is simple and user friendly; ➢ Providing a documented framework and guidelines; ➢ Developing performance targets which are reviewed regularly and gather feedback from Staff, Councillors, our partners and the public; ➢ Ensuring the standards are applied across the council and can be adopted by our partners where services are delivered jointly; All Council employees in all departments, including Divisional Managers and Senior Managers, should adhere to the following customer service standards: ➢ Acknowledge receipt of enquiries within 3 working days and respond within 10 working days; ➢ Acknowledge 100% of enquiry emails within one working day; ➢ Acknowledge receipt of formal complaints within three working days and respond within 15 working days; ➢ Answer 90% of telephone calls across the council within 15 seconds; ➢ Provide information about services in languages other than English, Afrikaans, or sign; ➢ Show empathy when addressing any special needs of clients; ➢ Ensure, where necessary that all buildings are accessible for disabled people; ➢ Involve the community in the process of developing and enhancing our services – employ an outside-in approach as a basis for enhancing customer services; ➢ Aim to provide a service that treats people fairly; ➢ Project a customer-friendly gesture at all times whether you are able to provide the necessary service standards to the client or not.
SPECIFIC PROCEDURES	**:**	The following specific procedures must be effected as follows: ➢ The Makhado Local Municipality will back up our Customer Care Policy by specific Customer Service Charters and Customer Care Standards for each service delivery Unit which

		will be our promise of delivery to Customers; ➢ We will ask our Customer Care Staff to sign a Pledge in which they commit themselves to upholding these standards; ➢ We will develop methods of receiving customer feedback to find out whether customers are satisfied with the standard of service they have received. These will be through: - Requesting customers to complete a Customer Satisfaction Questionnaire and post transaction telephone follow-up of a sample of returns to continuously evaluate customer perceptions of our service; - Organizing annual Focus Group Sessions to measure and understand the perception gap between what customer's perceptions of our service delivery are and what we think we are achieving.
ACCOUNTABILITY	**:**	Director of Finance (Chief Financial Officer)

Customer Satisfaction Survey

This client satisfaction survey is intended to provide the Makhado Local Municipality with information that will assist in the better serving your needs. This survey provides you, the client, with the opportunity to tell us how we are going and where to improve. We are very interested in what you have to say about our service and value the time you take to complete the survey. Thank you.

This survey asks questions about many aspects of your experience with our service. These include how you were served, how reliable our service was and how easy it was to access.

Name: _____

Phone/Cell No: _____

Please rate the response that best describes your service experience by ticking the appropriate box.

1 = Poor; 2 = Average; 3 = Good

	1. The Service Experience			
a	Waiting time at the service location	**1**	**2**	**3**
b	Acceptable number of people dealt with to get service	**1**	**2**	**3**
	2. Service Staff Were			
c	Courteous and Respectful	**1**	**2**	**3**
d	Competent and Knowledgeable	**1**	**2**	**3**
e	Good Listeners and Helpful	**1**	**2**	**3**
f	Looked Professional	**1**	**2**	**3**
	3. Access and Facilities			
g	The office and waiting areas clean	**1**	**2**	**3**
	4. Communication			
h	My Questions were answered	**1**	**2**	**3**
i	There is sufficient communication to you	**1**	**2**	**3**
j	Written and verbal language clear	**1**	**2**	**3**
k	Formats are easy to understand	**1**	**2**	**3**
l	Procedures are straightforward and easy	**1**	**2**	**3**

Any other comments you wish to make:

_____

_____

_____

COMPLAINT FORM

Surname and initials of complainant_____

Address of problem _____

Contact number: _____
Date : ____/____/20___

Accounts ☐

Electrical problem ☐

Sewerage ☐

Water ☐

Refuse removal ☐

Other _____

AUTHORIZED BY SIGNATURE

I, THE UNDERSIGNED, CLLR L B MOGALE, SPEAKER, HEREBY CERTIFY THAT THIS CUSTOMER CARE POLICY, 2019/2020 IS AN EXTRACT AS FILED IN THE OFFICIAL AGENDA OF THE 489th EXECUTIVE COMMITTEE MEETING HELD ON 23 MAY 2019 AND APPROVED BY COUNCIL AT ITS 144th SPECIAL MEETING HELD ON 30 MAY 2019 UNDER COUNCIL RESOLUTION A.61.30.05.19.

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CLLR L B MOGALE DATE